



RCE *ITW*

Attorney Docket No.: PATENT
SONY-22100

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	Art Unit: 2143
)	
Klaus Hofrichter et al.)	Examiner: Mauro Jr, Thomas J
)	
Serial No.: 09/705,478)	
)	
Filed: November 2, 2000)	AMENDMENT
)	
For: REMOTE MANUAL,)	162 North Wolfe Road
MAINTENANCE, AND)	Sunnyvale CA 94806
DIAGNOSTIC SERVICES FOR)	(408) 530-9700
NETWORKED ELECTRONIC)	
DEVICES)	Customer No. 28960

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This amendment is a bona fide submission filed with the accompanying Request for Continued Examination (RCE) under 37 CFR 1.114.

AMENDMENTS

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 19 of this paper.